

# PROBATION DEPARTMENT DIRECTIVE

No.	1006
Issued	10/12/04
Post Until	11/12/04

**SUBJECT: OMBUDSMAN HOTLINE CALLS**

It is the responsibility of the Department Ombudsman to respond to, assist in resolving, and initiate an investigation into issues or concerns of probationers (juvenile and adult), citizens, and outside agencies. Referrals are received through the Ombudsman Hotline (877/822-3222), by mail, or in person. The Ombudsman monitors complaints to ensure a timely response and appropriate resolution. This is to formalize the protocol as to how the Department shall handle these complaints:

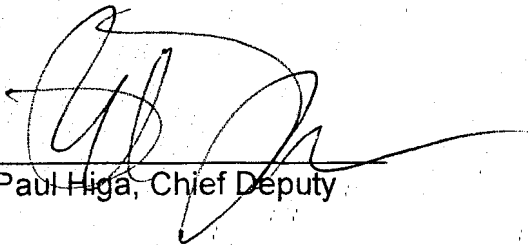
- The Ombudsman will maintain a log of complaints in the Hotline Call Log.
- Upon receipt of the complaint, the Ombudsman will send written notification to the appropriate Bureau Chief with 24 hours or the next business day. The Bureau Chief will respond in writing to the complainant within 5 business days acknowledging receipt and indicating that an investigation is being initiated.
- On those investigations that allege child abuse, the Bureau Chief shall ensure that a Suspected Child Abuse Report is submitted to local law enforcement and/or to the Child Abuse Hotline within the mandated timeframes. The only exception to this would be if, upon initial review, there was compelling information to believe that the incident did not occur; the Bureau Chief shall document this and instead request an administrative investigation. If at any point of the administrative investigation there is a belief the alleged child abuse did occur or could have reasonably occurred, the SCAR shall be immediately filed.
- It is the Department's intent to complete the investigation of a Hotline Call within two weeks. If the investigation is not completed within two weeks, a status report will be forwarded to the Ombudsman's office every two weeks from the date of referral until the investigation is complete.
- Upon completion of the investigation, the Bureau Chief shall provide a written notification to the reporting party of the results of the investigation.
- The Bureau Chief shall forward all related reports, including attachments, to the Ombudsman.

MANUAL HOLDERS: CROSS-REFERENCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE.

OMBUDSMAN HOTLINE CALLS  
PAGE 2

- The Ombudsman shall be responsible to ensure that the process is being completed correctly, all pertinent documentation is included, and the information is updated on the Hotline Call Log.
- The Ombudsman shall track Departmental trends and provide a quarterly management report.

If you have any questions, please contact the Departmental Ombudsman at (562) 940-2515.



Paul Higa, Chief Deputy

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